

IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

PATENT APPLICATION

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2768  
2161  
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Technology Center 2100

Case: 18-3-1-4-1  
Serial No.: 09/588,963  
Filing Date: June 7, 2000

Examiner: Group Art Unit: 2768

Title: Multimedia Customer Care Center Having A Layered Control  
Architecture

DIRECTOR FOR PATENTS  
WASHINGTON, D. C. 20231

SIR:

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**  
**CERTIFICATION UNDER 37 CFR 1.97(b)**

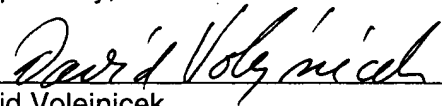
In accordance with 37 CFR 1.97(b), the enclosed Supplemental Information Disclosure Statement, with attached reference, is submitted for consideration in the above-identified application.

Copies of the listed documents are enclosed.

**NO FEE IS REQUIRED**

In the event of any non-payment or improper payment of a required fee, the Director is authorized to charge or to credit **Avaya Deposit Account No. 501602** as required to correct the error.

Respectfully,

  
\_\_\_\_\_  
David Volejnicek  
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Date: February 1, 2002

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Director of Patents and Trademarks, Washington, D.C. 20231, on

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